Medicine Hat
The Gas City

MEDIA RELEASE

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QUESTIONS CAN SAVE LIVES, ANSWERS CAN SAVE LIVES

Medicine Hat 911- first accredited in police dispatch worldwide

Medicine Hat – Medicine Hat 911 Communications is the first 911 centre in the world to be an Accredited Centre of Excellence (ACE) for the consistent use of the Emergency Police Dispatch System.

The accreditation ensures the best standards in the world are being met by Medicine Hat's 911 Communications to protect residents and emergency personnel.

The Emergency Police Dispatch System involves 911 staff asking callers a series of questions. These questions are not made up nor are they random questions. The questions are part of the standards set by the ACE to determine the fastest way to save a life and how to protect emergency personnel that arrive on the scene.

"While the emergency personnel are being dispatched there are many questions to ensure safety for you and for the personnel arriving on scene," says Ronda Grant, 911 Communications Director. "Even the smallest detail can be critical, so we try to ask as many of the series of questions as possible. The more information we have the greater our ability to help you. If there is a gun, for instance, we want our personnel to be aware of that."

Accreditation in the use of the Emergency Police Dispatch System is an assurance to the public that a level of professionalism and quality control is being used in Medicine Hat. All data is examined by the National Academy of Emergency Dispatch on a regular basis to ensure the standards are being met.

Medicine Hat's 911 Communications is in the process of becoming accredited in fire and medical dispatch. This will make Medicine Hat the first 911 Centre in the world to achieve this level of the National Academy of Emergency Dispatch.

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